



To: Sutphen Dealer Network

From: Drew Sutphen and Julie Phelps

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RE: Virtual Final Inspection – Sutphen Hilliard Work Instructions

In order to be as clear and defined as possible, we have created virtual final inspection work instructions that will walk the dealer network through the process of handling a virtual final inspection.

These instructions will lay out the specific procedures to follow, where the technology is stored, how to use the technology provided and more. While we have attempted to look ahead and recognize as many details as possible, we realize there may be some missed items.

In addition to the instructions for dealers, we have also created a one-page Microsoft Teams instruction/best practices sheet for customers. This is provided and attached to the email.

If you run into trouble during your final inspection, please contact your STM for assistance and the sales team will help you.

There are facility-specific instructions, so please read the proper facility's instructions.



Sutphen Hilliard:

- Procedures:
 - When conducting a virtual final inspection at Sutphen Hilliard, the dealer and engineer will work together as a two-person team. The two-person team is essential to highlight various aspects of the truck and walk around the apparatus.
 - The attending dealer representative will be designated as the lead for the final inspection.
- Technology:
 - Provided technology will be located with Kevin Kuszmaul
 - There will be a check in and check out sheet with Kevin to ensure items are tracked and accounted for.
 - The technology you will find with Kevin follows:
 - 2 Samsung Galaxy Tablets
 - 2 Sets of Noise Cancelling Headphones
 - 2 Mobile Chargers
 - 1 Charging Station
- Step-by-Step Technology Instructions:
 - The following will guide you through the process of connecting the various pieces of technology:
 1. Retrieve the tablets and headphones from Kevin Kuszmaul
 2. Take the items to the final inspection location
 3. Press the top button on the right side of the tablet to wake it up
 4. Swipe the tablet's cover screen to open the tablet
 5. Put on your Bluetooth headphones and turn them on by pressing the button on the right ear until the blue light appears.
 - a. The Bluetooth headphones should connect automatically.
 - b. If they do not, there are instructions within the headphone's boxes.
 - c. There is also a provided auxiliary cord that will allow you to connect the headphones via wire if you prefer that method.
 6. Once connected, open the Microsoft Teams app on the home screen
 7. Go to the calendar section within the app and join the designated meeting.
 8. To allow people outside of the Sutphen organization into the meeting, you will be notified that there are "Guests in the



Lobby.” Admit these guests into the meeting by clicking on the prompt and admitting them.

9. After admitting people, ensure the rear-facing camera is on so that customers can see the truck. To switch from front to rear-facing camera, touch the swivel icon the top right corner of your camera screen.
10. When the meeting is finished, end the phone call and return the items to Kevin.
11. Please plug in the tablets, headphones and mobile chargers.
12. Sanitize the equipment

- Technology Points of Note:

- When using the tablet, **move slowly and steadily** when showing the truck. Fast, jerky movements will cause poor video quality.
- We recommend using the provided headphones due to their noise reduction capabilities. These headphones are specifically made for speaking in loud environments like a manufacturing facility.
- If your headphones run out of battery, you are able to use the provided auxiliary cord to hardwire into the headphones without battery life.
- If your tablet begins to run low on battery life during the final inspection, there are mobile battery packs available with Kevin. You will take the battery pack and plug it into the tablet to charge the device.

- Sanitization of Equipment:

- After the virtual final inspection is completed, the dealer and the engineer will be responsible for sanitizing their used equipment.
- There will be sanitizing wet wipes used for cleaning each piece of equipment.
- **Please diligently and thoroughly clean your equipment.**
- There will be a sign off sheet with a date, time and signature section to ensure proper documentation of cleaned equipment.

- Charging of Equipment:

- At the end of each final inspection, it will be the responsibility of the dealer and the engineer to charge each piece of equipment.
- There will be a charging station within the sales office that has USB outlets for each piece of equipment.

Recommendations:

- Touch base with your engineer before the scheduled final inspection. Do a dry run or practice session so that the two of you feel comfortable working the system before integrating the customer.



- Whether you and your customer would like to go line-by-line or complete a general overview of the truck, it is the dealer and customer's decision.
- Be upfront with your customers. Let them know that we are all becoming comfortable with the procedures and there may be technological mishaps.

Points of Note:

- The tablets should automatically connect to the Wi-Fi. If they do not, you can go into the settings and choose the Sutphen Guest Wi-Fi.
 - The password for the Sutphen Guest Wi-Fi is: towers-guest
- When talking in the Microsoft Teams app, the camera of the person who is talking will take over. This means that if multiple customers or people not showing the truck talk, it may seem like the truck feed has been cut. It has not been cut and the person with the tablet needs to talk so that they can see the truck.
- While the tablets are in cases, please handle them carefully.

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